

PIONEER BANK

Supporting your banking needs during COVID-19

Dear Pioneer Bank Customer,

We appreciate your trust and loyalty to Pioneer Bank! As we continue to monitor the COVID-19 environment, we want to share with you the steps we have taken to help minimize the impact on our customers, employees and the community.

To ensure the well-being and safety of our employees and customers, we ask that you call ahead or request an appointment before visiting one of our branch lobbies in person. It is important that we take the necessary steps to do our part to reduce the exposure to our staff and customers.

We will continue to provide banking, investment and insurance services through our drive-ups, online banking and mobile app. Access to our lobby will be available under pre-arranged circumstances, but that access will be brief and limited. Customers may make arrangements to access their safe deposit box and briefly meet with a banker or insurance agent by appointment after successfully responding to a brief medical questionnaire.

Many of us will face challenges in the days and weeks ahead, whether related to our own health, the health of a family member, or care for our children. We are committed to providing our staff with a safe, secure working environment that's capable of serving your banking needs uninterrupted.

We encourage you to use Pioneer Bank's Online Banking and Mobile Banking App for your banking convenience without having to travel to the bank to make deposits, payments or transfers. With either Online Banking or the Mobile Banking app you will be able to:

- ✓ View account balances and history
- ✓ Transfer funds
- ✓ Pay bill
- ✓ Make a mobile deposit

If you are not currently enrolled in Online Banking, simply go to our website at pioneerbanks.com and click on the Enroll link under Secure Online Banking. If you have any questions regarding the use or installing one of our mobile banking services, simply call us at (712) 943-5511 or (800) 332-2396 Monday – Friday from 8:00 – 5:00 p.m. CST.

Use your Pioneer Bank debit card rather than cash. The World Health Organization is encouraging the use of digital payment options because the COVID-19 virus can survive on hard surfaces like coins for days.

Follow the CDC's recommended daily preventative actions to help limit the spread of respiratory diseases.

If you have any questions about your accounts or need assistance contact us at (712) 943-5511 or (800) 332-2396. We are here for you and will continue to deliver the **Personal** service you expect and deserve. If you have a special request or have a powerful suggestion that you would prefer to communicate directly to our Bank President, his contact information is below:

Kelly Florke
President & CEO
Direct Office: (712) 271-4377



• Member FDIC